

Office and Clerical Branch
General Clerical Group
Public Information Series

TRANSIT INFORMATION CLERK

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Characteristics Of The Class:

Under general supervision, on assigned shift or days, dispenses information over telephone or in person, receives customers complaints and reports; performs related duties as required.

Examples Of Duties:

Dispenses requested information, telephonically or in-person, in English and Spanish, to customers inquiring about transit services such as routes, schedules, regular and special fares, boarding and transfer points, Mini-Bus and other services; answers questions relating to departmental policies; receives requests, prepares and mails schedule packets; stocks bins and information displays with route schedules; receives and logs citizens complaints, suggestions and commendations.

Contacts dispatch office to check on schedule delays and detours; locates and returns lost and found items; uses TTY machine to communicate with the deaf.

Minimum Qualifications

Training and Experience: Graduation from high school or G.E.D. and one year of clerical experience involving heavy telephone usage and public contact; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Some knowledge of the geography and landmarks of the City; some knowledge of office practices and procedures; some knowledge of business English and spelling.

Ability to communicate effectively in English and Spanish; ability to read and interpret maps and route schedules; ability to understand and follow written and oral instructions; ability to tactfully and courteously deal with the public; ability to establish and maintain effective working relationships with fellow employees and the general public; ability to maintain records and prepare reports.

Physical Requirements: Mobility within an office environment including long periods of sitting.

Special Requirements: Must be bilingual (English/Spanish).

Director of Personnel

Department Head